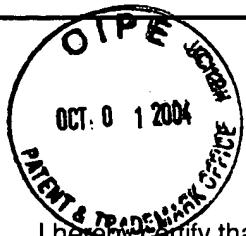
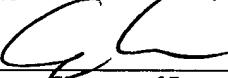


CERTIFICATE OF MAILING BY FIRST CLASS MAIL (37 CFR 1.8)Applicant(s): **Dezonno**

Docket No.

83766Application No.
09/995,027Filing Date
November 27, 2001Examiner
B. Q. BuiCustomer No.
24628Group Art Unit
2642Invention: **Method And System For Routing Transactions In An Automatic Call Distribution System Based On Non-Voice Dialog Agent Skill Set****RECEIVED****OCT 06 2004****Technology Center 2600**I hereby certify that this **Amendment A***(Identify type of correspondence)*

is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on **September 28, 2004**

*(Date)***Eric D. Cohen***(Typed or Printed Name of Person Mailing Correspondence)*
*(Signature of Person Mailing Correspondence)***Note: Each paper must have its own certificate of mailing.**

Amendment Transmittal Letter (Large Entity); Amendment "A" and Reply Pursuant to 37 C.F.R. §1.111; and Postcard.